

# Maryland Health and Human Services Referral Board



Sep 28, 2017  
3:30 – 5:00 p.m.  
United Way of Central Maryland  
1800 Washington Blvd, Suite 340  
Baltimore, MD 21230



| Agenda Item   | Facilitator   | Action       |
|---|---|--------------|
| A. WELCOME AND INTRODUCTIONS (3:30-3:35)  | Pat Lambert<br><i>Chair</i><br><i>2-1-1 Call Center Representative</i>      |              |
| B. 2-1-1 MARYLAND UPDATE (3:35 – 3:45)  | Josh Pedersen<br><i>President &amp; CEO</i><br><i>2-1-1 Maryland, Inc.</i>  | Review       |
| C. National 2-1-1 Report (3:45 – 4:00)  | Russ Paulsen<br><i>Vice President, 2-1-1</i><br><i>United Way Worldwide</i> | Presentation |
| D. Local Call Center Presentation (4:00 – 4:15)   | Abby Marsh/Jen Dail<br><i>Life Crisis Center</i><br><i>Salisbury, MD</i>    | Presentation |
| D. NEXT STEPS (4:15 – 5:00)<br><ul style="list-style-type: none"> <li>• Discussion of upcoming report requirements</li> <li>• Discussion of new content from Board</li> </ul> | Ms. Lambert<br>Mr. Pedersen   | Discuss      |
| F. ADJOURNMENT  | Ms. Lambert   |              |

## Next Meeting

## Parking and Directions

Free parking in the **BLUE lot** which is accessible from Washington Blvd. Take the visitor's lane. Use the door marked "TUNNEL ENTRANCE" and buzz to be allowed in. When through the tunnel, turn right to the front of

the building to check in at the Security Desk. Use the elevator in the right hallway just past the food court and Montgomery Ward guitar display (not at Security Desk). PLEASE ALLOW EXTRA TIME.